



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Verizon North Inc.
for quarter ending December 31, 2009

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$11,411.53	\$790.99	\$1,961.81	\$14,164.33
B. Number of credits issued for repairs - 24 - 48 hours	240	83	216	539
C. Number of credits issued for repairs - 48 - 72 hours	49	15	47	111
D. Number of credits issued for repairs - 72 - 96 hours	10	2	15	27
E. Number of credits issued for repairs - 96 - 120 hours	15	8	14	37
F. Number of credits issued for repairs > 120 hours	6	0	0	6
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,722	1,939	1,975	5,636
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$5,590.86	\$4,622.08	\$2,802.75	\$13,016.00
B. Number of installations after 5 business days	291	172	172	635
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	35	23	16	74
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	274	244	268	786
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$4,500.00	\$4,300.00	\$3,700.00	\$12,500.00
B. Number of customers receiving credits	91	86	74	251
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	86	21	0	107

Comments